

**USER GUIDE TO THE
MIDC\RAND CASELOAD STANDARDS STUDY
TIMEKEEPING APPLICATION**

(Ver: 20180625b)

**START KEEPING TRACK OF YOUR CASE-RELATED WORK TIME ON
MONDAY, JUNE 25th AND CONTINUE THROUGH SUNDAY, AUGUST 19th**

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Very Important!!!

- Only counsel who have been appointed to represent indigent clients should participate in the time study. While the contributions of paralegals, investigators, interpreters, interns, externs, law clerks, research attorneys (such as law school graduates who write motions and briefs but do not directly represent clients), administrative staff, and social workers are vitally important to the practice of indigent defense, their contributions will be accounted for in other ways.
- Before you begin using the timekeeping application, please review all of the instructions and other notices on the MIDC project website (<http://michiganidc.gov/midc-and-rand-caseload-study/>).
- Start keeping track of your case-related work time on Monday, June 25th and continue through Sunday, August 19th.
- If you feel you cannot continue to participate in the time study **after** you've begun on Monday, June 25th, please let Jonah Siegal at MIDC or Nick Pace at RAND know immediately.
- If you are unable to begin recording your time starting on June 25th but still wish to participate, please go ahead and start using the application at your soonest opportunity, but also let Jonah Siegal at MIDC or Nick Pace at RAND know when you began to track your time.
- **Contact info** - Jonah Siegal: jsiegel@michiganidc.gov; phone: 1-517-657-3062 \ Nick Pace: nickpace@rand.org; phone 1-310-393-0411 ext. 6176
- Please be aware that after the conclusion of the time study (the end of the day on Sunday, August 19th), we will be asking you to return to the application and confirm whether each case that had not already been flagged as having ended was in fact still pending at the end of the time study or if it had previously concluded. Given the tight timeline that exists for generating new caseload standards, we will need you to complete this case status verification by close of business on Wednesday, August 22nd. The process should take only a few minutes of your time.

Getting Help

- Besides the instructions and other available on the MIDC project website (<http://michiganidc.gov/midc-and-rand-caseload-study/>), instructions can also be referenced by clicking the large *Help Button* at the top of a number of screens within the application.
- You are always welcome to contact Nick Pace, principal investigator for the project at the RAND Corporation (1-310-393-0411 ext. 6176; nickpace@rand.org) to answer any questions. If need be, Nick will put you in touch with the folks at JusticeWorks for technical issues related to the application. Jonah Siegal, MIDC Research Director (1-517-657-3062; jsiegel@michiganidc.gov) can also help you with questions about the caseload standards development effort.
- If you have issues of a technical nature (e.g., the website keeps freezing up on you), please contact JusticeWorks by email at support@justiceworks.com or by toll-free phone at 1-888-696-9357. Tell the technician that you are involved in the Michigan time study. Support is provided between 7:00am and 7:00pm Central Time. If you need help at other times, contact Nick Pace at RAND.

Overview of Timekeeping

- These are the basic steps for using the timekeeping application developed by JusticeWorks:
 - You'll log onto a special website using unique credentials provided by RAND.
 - The first time you log in, you'll be asked some questions about your practice and your "typical" workweek, then you'll be asked to change your temporary password to one you will use for the project.

- Each case you work on during the eight week study period must be registered with the application before you can record your time for that case. You only have to do this once. Registration consists of the following steps:
 - Searching the system to see if your client’s name has already been associated with a existing time study case. If the client is in the system, you’ll be creating a new case for this existing client. If the client is not in the system, you’ll be creating a new case for a new client (new to the timekeeping application; you may have represented the client previously but not during the time study).
 - Filling in basic information about the case such as client name, the category of charges filed against your client, the court where the case is prosecuted, the date the case was first assigned to you or your office, and the type of appointment.
- Once the new case is saved, you can submit new time and activity entries. The application has a number of ways to do this, but basically you will be selecting the case that you want from others that have also been registered, then entering the amount of time you spent on an activity (such as a court appearance), the date of that activity, and selecting a code from a list of seven different activity types (such as “Legal Research”, “Discovery Review”, or “Travel”).
- You should enter all time you spent on case-related activities each day of the time study. You don’t have to do this immediately after you’ve done something in regards to a representation (many attorneys wait until the end of the day to make the entries, some wait until the next morning, and some do it every few hours) but making the task a part of your daily routine will make participation in the time study seem, well, routine...
- If a case is resolved during the time study and your representation ends, you will go back into the system to “close” the case and indicate how it ended. If the case is still open at the end of the time study, you’ll go back into the system to confirm that it is still pending.

Project Scope and Design

- It is absolutely critical for you to record all case-related time expended during the eight week study period, regardless of the day of the week, time of the day, or where it occurred. Failing to make sure that the application has all hours you’ve spent on your clients’ behalf will result in a distorted picture of the resources needed to deliver effective representations.
- The sole goal of the time study is to figure out how much time is currently being spent by all attorneys on adult indigent criminal defense matters in the state of Michigan. This is not an exercise to measure whether you worked a sufficient number of hours or have truly earned your compensation or have adequately discharged your duties on your clients’ behalf. None of the information you provide will be used for evaluative purposes nor will your identity or that of your clients be utilized in this work or reported to anyone.
- While the application and these materials use the term “case,” it isn’t always true that a formal court case is involved in an appointment. A perhaps more fitting description would be “client matter,” as the term covers any type of legal services provided to an indigent defendant, including those services that are not directly related to a current criminal prosecution or an appeal.
- Only publicly funded representations for adults who are unable to afford counsel in the following types of cases in Michigan trial level courts are part of the time study. In other words, if your case doesn’t fit the profile below, you do not have to record the time you spent on it during the study period, nor do you have to register it on the application.

Table 1 – Study Case Types

TRIAL COURT LEVEL CASE TYPE (ADULT CLIENTS ONLY)
Homicide (including Felony Murder)
Criminal Sexual Conduct (all degrees)
Other Class A Offenses Not Involving Felony Murder or Sexual Assault
Other High-Severity Felonies (B, C, D)
Low-Severity Felonies (E, F, G, H) & 2 Year High Court Misdemeanors
Misdemeanors with Potential Sentences of over 93 Days
Misdemeanors with Potential Sentences of 93 Days or Less
Probation Violations
Other adult criminal indigent defense matter

- What’s not included?
 - 1) All other indigent appointments not described in the table above such as...
 - a) Appeals
 - b) Juvenile matters
 - c) Family cases
 - d) Federal cases
 - e) Cases in states other than Michigan
 - f) Probate appointments
 - 2) All privately retained representations of any type
- Conducting a law practice obviously involves a lot more effort than just taking steps in direct support of a client’s needs. You undoubtedly spend time furthering your professional development, handling administrative chores, supervising the non-case related activities of others, providing training to your colleagues, performing activities in the community, etc. All very important tasks, but for the purpose of tracking your time for the cases in this time study, effort spent in this regard is not counted. Note that the initial registration screen for the time study application will ask you some questions about how much time you spend in an “average” workweek dealing with these sorts of non-case related tasks. You’ll also be asked about how much time you generally spend in an “average” workweek on representations that are not part of the time study. The information you provide on that screen will be extremely valuable in developing caseload standards.
- The time and activity information you provide during the eight week data collection period will be used to calculate average attorney hours over the lifetime of cases of various types. To get that information, we need you to record your time for every eligible case you are working on from Monday, June 25th through Sunday, August 19th, even if that case began before June 25th (which most cases in this study will have) or if it remains active after August 19th. In other words, it is not important when the file was first assigned to you or when you’ve completed your services for your client; if you are working on an eligible case (see table above) at any time during the eight week study period, then your time needs to be recorded for that case.

- You might wonder how we can calculate total attorney time expenditures given that some (maybe even most) of the cases in the time study will have been active at a point prior to and/or following the eight week study period. In order to keep the study period as short as possible and avoid having to collect data over a far longer time (such as a full year), we will be employing certain statistical techniques to impute missing time information. This is one reason why it is extremely important for you to let us know if a time study case ended during the data collection period and to tell us about the manner in which it was resolved (the information helps us with the estimation calculations).

General Rules for the Application

- The website address you received from RAND has been tailored for you and your law firm or public defender organization. Your user ID and password are unique to you. If you cannot remember the proper web address, contact Nick Pace at RAND. If you know the web address but have forgotten your password, an option on the log-in screen will result in a temporary replacement password being sent to you by email.
- Always use the large buttons on the top of each screen in the application to move through the website rather than your browser's "forward" and "back" buttons. Use of the browser's navigation keys may result in loss of information you've just entered or an unwanted exit from the website. If you are trying to get to some specific place and the large buttons don't seem to have your desired destination, click on the *Home Page Button* and try from there.
- The categories available for recording information about case types, case-related activities, and dispositions reflect an effort to greatly simplify what are complex concepts in real-world criminal law, procedure, and practice. We hope that you'll bear with us and choose the option that seems to you to be the best fit, even if it isn't quite a *perfect* fit.
- If you are entering case or time information into the application you must always save the entry before moving onto another page.
- This document only describes how to use the timekeeping application designed for desktop and laptop computers. A mobile version of the application is available for most smartphones, but you will first need to download a special app to use it:
 - iOS devices such as iPhones and iPads: Search for "defenderData" in the Apple App Store. See <https://itunes.apple.com/us/app/dd7-mobile/id1039936383?ls=1&mt=8>
 - Android devices such as smartphones and tablets: Search for "defenderData" in the Google Play Store. See <https://play.google.com/store/apps/details?id=io.justiceworks.defenderData>

Once you have installed the defenderData app on your mobile device, and open the app for the first time, you will be prompted for the Organization ID you received in the time study instruction email. After that first log-in, you will only need your User Name and Password to access the mobile app.

Note that the design of the mobile version has been significantly altered to fit smaller devices and so some features discussed in this document are not available (you cannot, for example, create new cases in the system using a mobile device); in addition, the layout differs significantly as well. We strongly suggest that you confine your timekeeping and case management efforts to the standard application available on a desktop or laptop computer until you are comfortable enough to work with the abbreviated design on the mobile site.

Special Situations

- There are three situations in Michigan criminal procedure and practice that trigger a lot of questions when it comes to tracking time. If you are unfamiliar with the timekeeping application, skip this section for now and read the *Detailed Instructions* that follow to get up to speed, but return here when you require extra

guidance for these three situations: (a) Defender dockets, (b) Bound-over felonies, and (c) More than one attorney in your office working on the same case.

Handling Arraignments or “Defender Dockets” for Large Numbers of New Cases

- This is a situation where an attorney has been tasked with appearing at court and doing case intake for sometimes dozens of new cases in one session. The time spent with each new client can be extremely brief, and in some offices that attorney may not be the attorney assigned to one of the new cases for all further matters. Does the arraignment attorney have to register a new record in the timekeeping application for each of those new client matters? Yes, unfortunately. We’ve tried a number of approaches but none were consistently effective in setting up a means for *all attorney time* to be associated with the *right case*. It’s important that we do the calculations broken out by case type, and a single entry for time across all matters on a docket without entering any additional information wouldn’t get that information sorted out correctly. It’s obviously unfair to burden an attorney who might never see that same client again with the chore of opening up the case in the system, but there is no other way. The good news, or at least the relatively good news, is that the initial case setup is relatively quick (search for name, open up new case, fill in some fields, save) when you get the hang of it and only needs to be done once. Don’t worry about trying to be precise about the time you spent. If you were in court for four hours in a morning session and were appointed 20 new clients, just split the time out evenly (or something approaching evenly) at 12 minutes each ((4 hours*60 minutes\hour)/20 cases). And the most important tip we can give you? Encourage someone else in your office to handle the docket tomorrow so the burden of opening new cases is shared by everyone!

Felonies That Are Bound over from District Court to Circuit Court

- Our understanding of Michigan practice is that every arraignment takes place in District Court, regardless of whether the charges involve felonies or misdemeanors. A new District Court case number is assigned to each arraigned defendant. If it’s a misdemeanor case, the case remains in District Court until final disposition and retains the same case number throughout its life. If it is a felony case, however, different things can happen depending on how far the case progresses and what the local court rules say. For the purpose of this discussion, let’s assume that certain post-arraignment events for felony cases such as a probable cause conference or a preliminary examination will take place in the District Court of arraignment. At the end of that process, one of three things can happen: (1) The case is dismissed because the prosecution failed to satisfy some sort of criteria for moving forward, (2) The defendant pleads guilty as a result of a deal reached at the probable cause conference or some other point while still in District Court (the mechanics of how the plea is accepted by the court are not an issue here), or (3) The defendant is bound over and the case is essentially transferred to the Circuit Court for all further processing (a new Circuit Court case number is then issued).

Under scenarios 1 & 2 above, the felony case is both born in and disposed in District Court and has the same District Court case number throughout its life. There are no timekeeping problems here. The issue that is a concern involves the need to address felony cases under scenario 3 in a way in which we are able to track time spent in the case during both its District and Circuit “phases.” To make that happen, we ask that you follow the following guidelines:

- If the felony case is still in the District Court phase when an attorney participating in the time study first wishes to record his or her time (for example, the defendant was originally arraigned on June 15th prior to the time study but during the time study on July 1st the attorney attended a probable cause conference), the attorney should just open the case as a District Court matter and enter the District Court docket number.

- If the felony case is in its Circuit Court phase when an attorney participating in the time study first wishes to record his or her time (for example, the defendant was bound over to Circuit Court on June 1st before the time study but during the time study on July 15th the attorney attended an Arraignment on the Information hearing or some other initial appearance in Circuit Court), the attorney should just open the case as a Circuit Court matter and enter the Circuit Court docket number. We'll make sure to estimate how much time was spent in both phases.
- If the felony case had originally been opened up in the timekeeping application as a District Court case but later the defendant was bound over to Circuit Court, the attorney accessing the existing case record after the case was shifted to Circuit Court will simply change two pieces of information:
 - The case number should be modified by adding the Circuit Court case number to the existing District Court case number, with a slash ("/") separating the two. For example, assume that the original case number field in the case record was "18F4-0511-FY" (a District Court number). If the new Circuit Court case number is "CR-W-08-0777", just add that to the existing field as follows: "18F4-0511-FY \ CR-W-08-0777". A search within the application for either "0511" or "0777" will now bring up that case.
 - Change the court field to the appropriate Circuit Court number.
- Instructions for making these changes (as well as any change to an existing case record in the timekeeping application) can be found below in the ***Detailed Instructions***.

When Multiple Attorneys Work on the Same Case During the Time Study

- In the vast majority of instances, each case in which activity takes place during the relatively brief time study window will only be worked by a single attorney. But in some law firms and public defender organizations, it is not unusual for one attorney to handle the arraignment (or some other part of the case) while a different attorney in the same firm or organization represents the client on other aspects of that same case. It is not important to the purposes of this time study if the original attorney's efforts all took place prior to the start of the time study on June 25, 2018. We are only concerned with capturing all attorney effort that takes place during the eight week study window that ends on August 19th. But if two or more attorneys worked on the same case during the time study window, then we have to take special steps to make sure we can total up all records of time spent on that case. What needs to be done depends on whether your law firm or organization previously asked to have the timekeeping application modified so that all of the time study cases it represents are fully accessible to all attorneys within that same firm or organization. This is a relatively rare situation, and if it is applicable to you, your office's administrators would have already informed you of the change.
- For everyone else, the following guideline applies: When a case is created in the time study application, it is very important that the spelling of the client's name be accurate (if, for example, the client's first name is "Robert", don't enter it as "Bob" or "R.") and that the case number entered in the case information screen follow standard formatting rules for your local courts (if, for example, the official court docket number is "CR-X-18-14325", don't enter it into the system as "1814325" or "CRX2018-14325" or "Criminal Case X-18-14325).
- The reason why accuracy and consistency are required here is that at the end of the data collection period, we will attempt to merge all time study records that have the same client, court name, and docket number. We have tools for identifying related cases even if there are slight differences in the these three fields, but

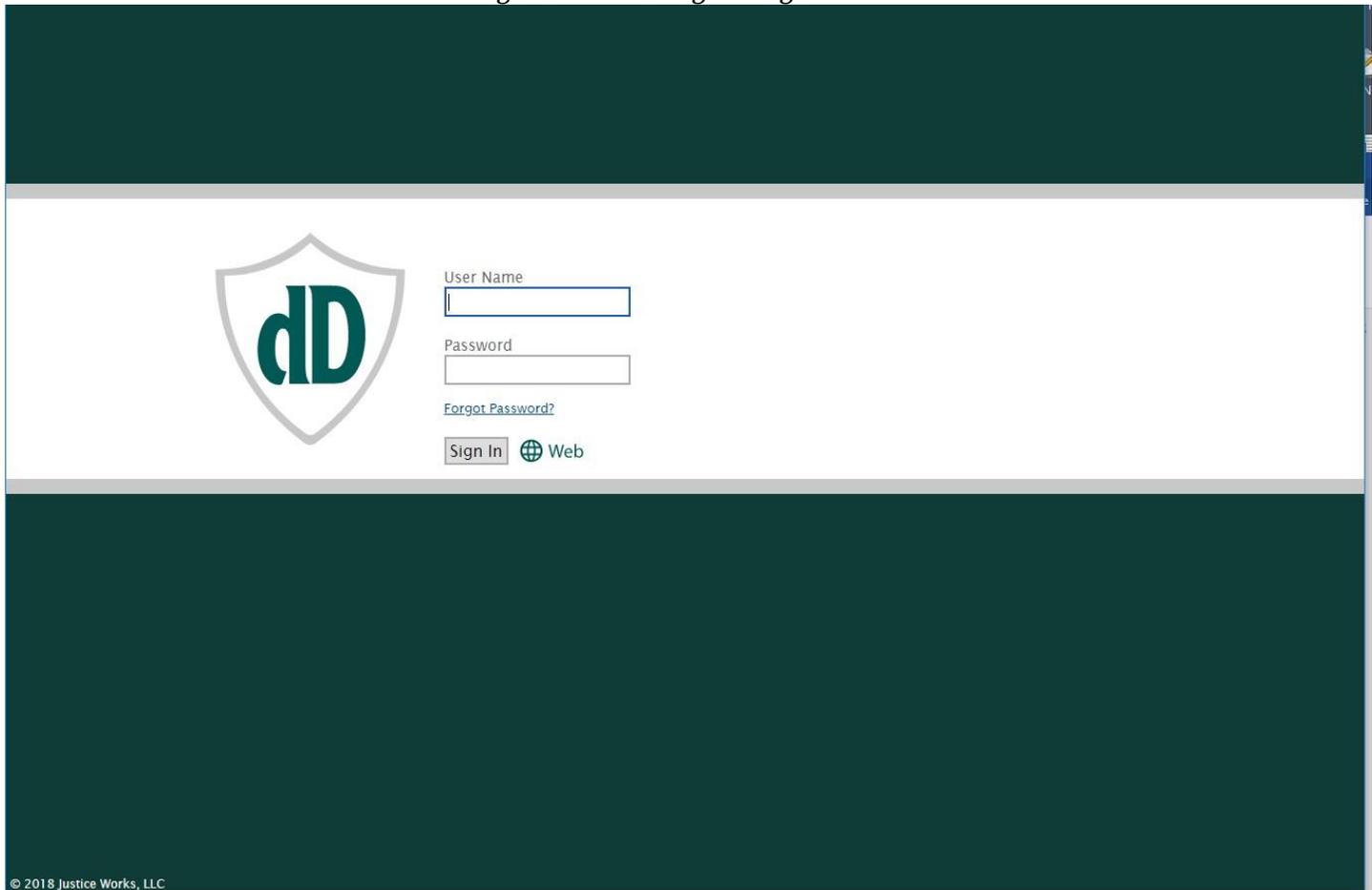
our chances of matching increase markedly when the attorney who opened the case in the system carefully enters this information.

Detailed Instructions

Accessing the Application

- Using the website address you were provided by RAND by email, you'll be taken to the *Log-In Page* where you will enter your *User Name* and your *Password*. (you received those by email as well). If you have misplaced any log-in information, contact Nick Pace at RAND. Your *Password* is case sensitive, though your *User Name* is not. Click the Sign In button and you'll be, well, signed in...
- If you've logged in before, you'll be taken to the *Home Page*. If this is the first time you've logged in, you'll go to the *Attorney Information Page* and then the *Password Changer Pop-Up* before being taken to the *Home Page* (see discussion that follows).

Figure 1 – The Log In Page



The screenshot shows a login page with a dark green header and footer. The main content area is white and contains a shield-shaped logo with the letters 'dD' in green. To the right of the logo are two input fields: 'User Name' and 'Password'. Below the 'Password' field is a blue link that says 'Forgot Password?'. At the bottom of the form is a 'Sign In' button with a globe icon and the word 'Web' next to it. In the bottom left corner of the page, there is a small copyright notice: '© 2018 Justice Works, LLC'.

Initial System Access: Entering Information About You and Your Practice

- If this is the first time you've logged in, you'll initially see the *Attorney Information Screen*. You'll be asked to let us know (a) how many years you've been in practice and how much of that time has been spent handling criminal cases, (b) how many hours you work practicing law (regardless of what sorts of cases or tasks), and (c) your estimates of the amount of time you spend in a typical week on various types of activities.
 - We're only asking for your best guess as to what an average workweek looks like. For many practitioners, there is no "average" workweek or it doesn't seem like there is, but just come up with a rough approximation.

- Please make sure that your estimates of the average number of hours you work on various types of cases sum up to your separate estimate of total weekly working hours *OR* that your estimated percentage allocations for various types of cases over the average work week add up to 100 percent.
- Note the difference between “case related time” and “non-case related time”. The former is effort expended directly in furtherance of a specific client matter, while the latter is anything else you do in regards to your profession, your practice, or your clients generally, which might include attending continuing education programs, supervising support staff, filling out surveys or time studies such as this one, or even just enjoying the office holiday party. If it is “work-related” but isn’t for a specific case, then it’s “non-case related time.”
- Make sure you click the *Save Button* at the top before leaving this page.
- If later you realize that one of your answers on the *Attorney Information Screen* should be changed, you’ll have the opportunity to make whatever modifications you want using the *Options Button* at the top of the *Home Page*.

Figure 2 – The Attorney Information Screen – Hours Breakout Example

Home
Refresh
Save

Email Address:

Total years practicing:

Years practicing criminal law:

About how many hours do you work in a typical week (include all matters you represent, regardless of type, and include all hours worked, even if non case-related):

Of those hours, please give the approximate typical breakout by area:

	Average Hours Per Work Week	-or-	Average Percent of Work Week
CASE-RELATED TIME			
(a) Indigent Defense Appointments			
1. Adult criminal indigent defense cases in Michigan trial courts:	<input type="text" value="30"/>	-or-	<input type="text" value=""/>
2. Other criminal indigent defense cases (e.g., Michigan criminal appeals, juvenile matters, federal criminal appointments):	<input type="text" value="6"/>	-or-	<input type="text" value=""/>
3. Probate appointments:	<input type="text" value=""/>	-or-	<input type="text" value=""/>
4. All other indigent appointments (e.g., family cases):	<input type="text" value=""/>	-or-	<input type="text" value=""/>
(b) Privately Retained Representations			
1. Adult criminal defense cases in Michigan trial courts:	<input type="text" value="12"/>	-or-	<input type="text" value=""/>
2. Other criminal defense cases (e.g., Michigan criminal appeals, juvenile matters, federal criminal matters):	<input type="text" value=""/>	-or-	<input type="text" value=""/>
3. Probate cases:	<input type="text" value=""/>	-or-	<input type="text" value=""/>
4. Civil cases:	<input type="text" value="6"/>	-or-	<input type="text" value=""/>
5. All other privately retained representations:	<input type="text" value=""/>	-or-	<input type="text" value=""/>
NON-CASE-RELATED TIME			
All other time not spent related to direct casework (reading advance sheets, professional development, admin. tasks, supervising non-case-related work of others, timekeeping, etc.)	<input type="text" value="6"/>	-or-	<input type="text" value=""/>

Please make sure that the total hours entered in this section equal your response to the question "About how many hours do you work in a typical week?" above -OR- that the percentages entered above add up to 100%

Figure 3 – The Attorney Information Screen – Percentage Breakout Example

Home
Refresh
Save

Email Address:

Total years practicing:

Years practicing criminal law:

About how many hours do you work in a typical week (include all matters you represent, regardless of type, and include all hours worked, even if non case-related):

Of those hours, please give the approximate typical breakout by area:

	Average Hours Per Work Week	-or-	Average Percent of Work Week
CASE-RELATED TIME			
(a) Indigent Defense Appointments			
1. Adult criminal indigent defense cases in Michigan trial courts:	<input type="text"/>	-or-	50 %
2. Other criminal indigent defense cases (e.g., Michigan criminal appeals, juvenile matters, federal criminal appointments):	<input type="text"/>	-or-	10 %
3. Probate appointments:	<input type="text"/>	-or-	<input type="text"/> %
4. All other indigent appointments (e.g., family cases):	<input type="text"/>	-or-	<input type="text"/> %
(b) Privately Retained Representations			
1. Adult criminal defense cases in Michigan trial courts:	<input type="text"/>	-or-	20 %
2. Other criminal defense cases (e.g., Michigan criminal appeals, juvenile matters, federal criminal matters):	<input type="text"/>	-or-	<input type="text"/> %
3. Probate cases:	<input type="text"/>	-or-	<input type="text"/> %
4. Civil cases:	<input type="text"/>	-or-	10 %
5. All other privately retained representations:	<input type="text"/>	-or-	<input type="text"/> %
NON-CASE-RELATED TIME			
All other time not spent related to direct casework (reading advance sheets, professional development, admin. tasks, supervising non-case-related work of others, timekeeping, etc.)	<input type="text"/>	-or-	10 %

Please make sure that the total hours entered in this section equal your response to the question "About how many hours do you work in a typical week?" above -OR- that the percentages entered above add up to 100%

-
-
- Initial System Access: Changing Your Password
 - If you've completed the *Attorney Information Screen* for the first time, you'll be taken to the *Password Changer Pop-Up* where you are required to change your password from the one we sent you on Wednesday, June 20th for security reasons.
 - When you've entered in the required information, click the Change button on the lower right of the pop-up window. Once you've done so, you'll be taken to the *Home Page*.
 - If later you wish to change your password, you'll have the opportunity to do so using the *Options Button* at the top of the *Home Page*.

Figure 4 – The Password Changer Pop-Up

The screenshot shows a web application interface with a dark grey header bar. On the left side of the header, there are three buttons: 'Home' with a house icon, 'Refresh' with a circular arrow icon, and 'Sign Out' with a power icon. The main content area is a light grey background. In the center, there is a white pop-up form titled 'Password Changer'. The form has a thin yellow border and contains the following elements: 'User Name' with the text 'Nick Pace' to its right; 'Existing Password' with a text input field; 'New Password' with a text input field; and 'Confirm Password' with a text input field. Below the input fields, there is a red error message: 'You are required to change your password.'. At the bottom right of the form, there is a yellow 'Change' button with a key icon.

The Home Page

- The *Home Page* is where you'll start each time after you log in (after initial registration). If this is the first time you've seen the *Home Page*, there won't be anything in it because none of your cases have been registered and you haven't entered any time information. If that's true, then skip to the section below on ***Registering a New Case*** so you can get started. You can always return to the *Home Page* by clicking on the *Home Button* on the top of most screens in this application.

Figure 5 – The Home Page

Home		Refresh	Search	New Case	Options	Sign Out
Recent Clients				Time Entries		
My Clients				Nick Pace		
Accessed				hrs		
Taft, Billy H 30CA Pace, Nick Open/Active		11/08/2017 CR-6367	06/14/2018 3LD Taft, Billy H - CR-2016-3234 (Open/Active Case)		0.20 hrs	
Taft, Billy H 7M93 Pace, Nick Open/Active		03/05/2018 CR-135	06/17/2018 5CT Taft, Billy H - CR-2016-3234 (Open/Active Case)		1.55 hrs	
Kennedy, Jack 9L3F Pace, Nick Open/Active		04/11/2018 MD-235	05/30/2018 2DI Taft, Billy H - CR-2016-3234 (Open/Active Case)		0.17 hrs	
Bush, Georgie W. 8PV Pace, Nick Open/Active		01/08/2018 KL-123	04/10/2018 7OT Taft, Billy H - CR-2016-3234 (Open/Active Case)		0.08 hrs	
Nixon, Dick 4OHF Pace, Nick Open/Active		07/10/2017 HF-1234-A(SC)	04/01/2018 5CT Taft, Billy H - CR-135 (Open/Active Case)		0.50 hrs	
Open			03/05/2018 3LD Taft, Billy H - CR-135 (Open/Active Case)		0.75 hrs	
			05/02/2018 2DI Nixon, Dick - HF-1234-A(SC) (Open/Active Case)		4.00 hrs	
			02/05/2018 4PP Nixon, Dick - HF-1234-A(SC) (Open/Active Case)		3.33 hrs	
			04/03/2012 4PP Bush, Georgie W. - KL-123 (Open/Active Case)		1.07 hrs	
			05/03/2018 2DI Bush, Georgie W. - KL-123 (Open/Active Case)		0.00 hrs	
			06/01/2018 5CT Bush, Georgie W. - KL-123 (Open/Active Case)		0.05 hrs	
			06/02/2018 2DI Bush, Georgie W. - KL-123 (Open/Active Case)		0.90 hrs	
			06/18/2018 7OT Taft, Billy H - CR-135 (Open/Active Case)		1.48 hrs	
			03/02/2018 3LD Kennedy, Jack - MD-235 (Open/Active Case)		10.38 hrs	
Reports						

- At the top of the *Home Page* is a row of large buttons that will either take you to a different page or perform a common task:
 - A *Home Button* to take you to the *Home Page* (but hey, you're already there!).
 - A *Refresh Button* to update the screen with information you have recently entered.
 - A *Search Button* to take you to a page where you can hunt for specific cases.
 - A *New Case Button* to take you to a page where you can register a new case for either a new or existing client.
 - An *Options Button* to take you a page where you can (a) change your current password, (b) update information about yourself and your practice, or (c) run a test of your connection with the JusticeWorks servers.
 - A *Sign Out Button* to make sure that your information is secure when you cease working on the application after your session.
 - A *Help Button* to take you to various guides and instructional materials.
- On the upper left side of the *Home Page* is the **Recent Clients Section**. Here you can find the names of clients for whom you've recently recorded information (such as time spent on an activity). If you want to enter time for one of the clients you see in this section or update some information about his or her case, just click on the name displayed and you'll be taken to the *Client Screen* (discussed below) where you can work on any case with that client name. Note that not all of your registered clients will necessarily be listed in the **Recent Clients Section** (cases that have not been worked on for many months do not show up); if you need to enter some information for a client or a

case not shown, you may have to click the *Search Button* at the top of the *Home Page*. The **Recent Clients Section** is divided into two windows:

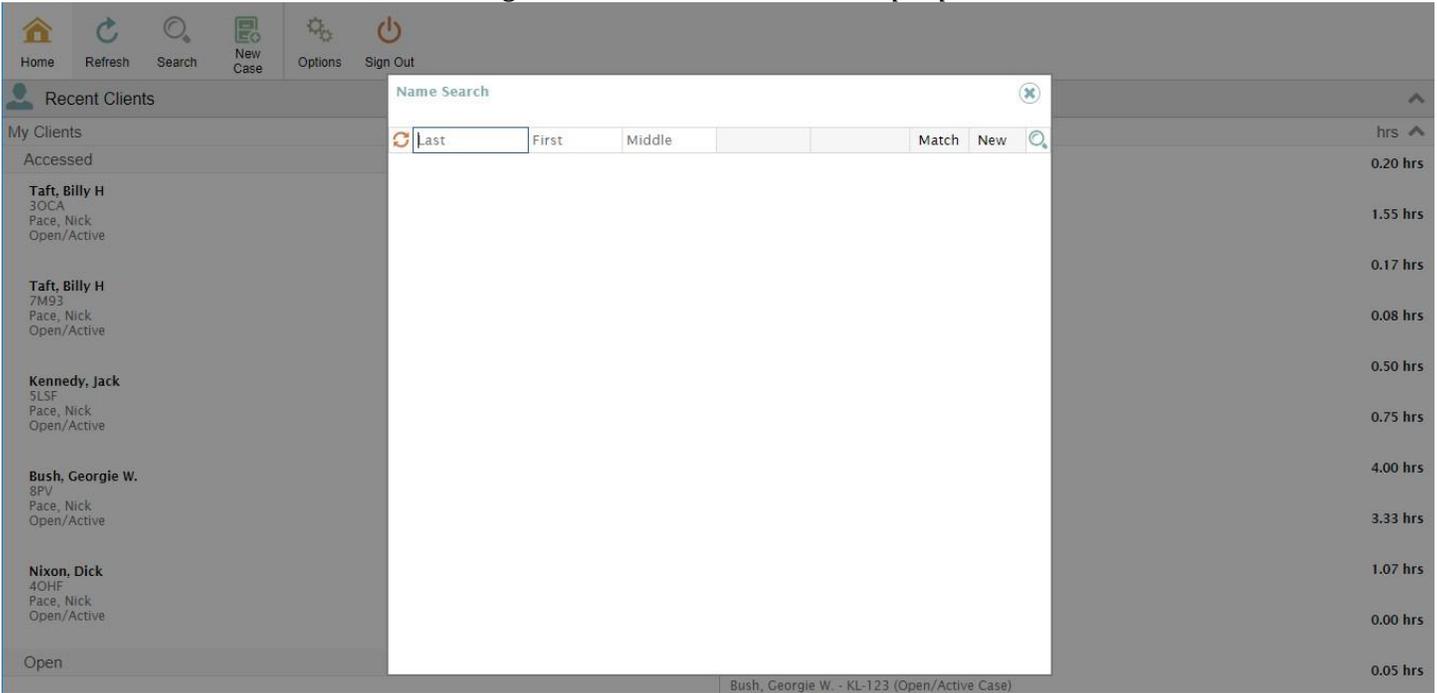
- The Accessed Window shows the names of clients (and one of their cases) in the order they were most recently accessed. This window is expanded by default when you open the *Home Page*. You can scroll down through the window to find additional cases.
 - The Open Window shows the names (and one of their cases) for all clients you've registered in order of their last names. This window is collapsed by default, so you'll need to expand it using the little arrow to the far right of the word "Open".
- On the lower left side of the *Home Page* is the **Reports Section**. Here you can find the summary reports on your timekeeping activity you've run recently (assuming that you've run them at all). This window is collapsed by default, so you'll need to expand it using the little arrow to the far right of the word "Reports". If you actually want to run a new report on your timekeeping activity, click the little green "chart" icon to the immediate left of the word "Reports".
 - On the right side of the *Home Page* is the **Time Entries Section**. Here you can find a list of the individual time entries you've made for your caseload. This list is sorted in order of the date of the activity recorded, with the most recent one first. This section is really for your information, but if you want to enter time for a number of different cases in one session (for example, you've worked on ten different cases today and you want to record some different time for each), just click on any of the entries or click on the green "clock" icon to the immediate left of the words "Time Entries". Either action will take you to the *Multicase Timesheet Screen*, though if you are going to enter a bunch of individual time entries for the same case, it's more efficient to go to the *Client Screen* either by clicking on a client's name in the **Recent Clients Section** or by searching for the client by clicking on the *Search Button*.

Registering a New Case

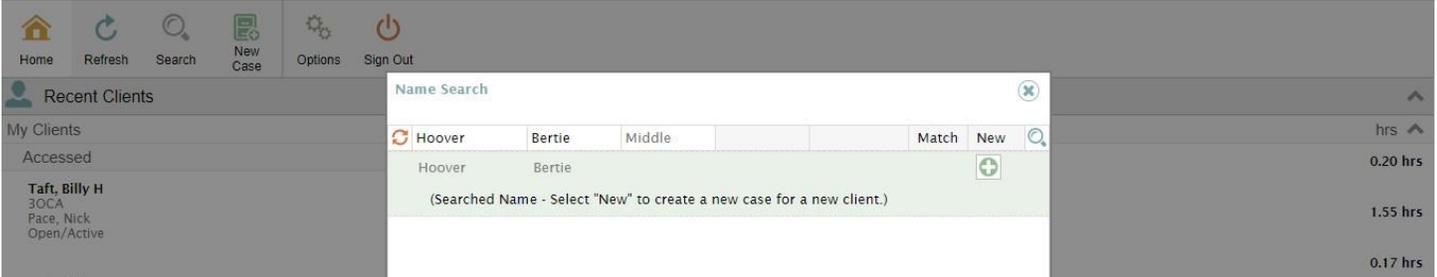
Confirming Whether The Client Is Already In The System

- Your first task is to register any case you will be recording time information for during this study. You don't have to do them all at once (it would be nice to have them all logged in before you start the time study but that would take some work), but if you want to enter some time and the case hasn't been registered already, click the *New Case Button* at the top of the *Home Page*. When you do this, the **Name Search Pop-Up** will appear:

Figure 6 – The Name Search Pop-Up

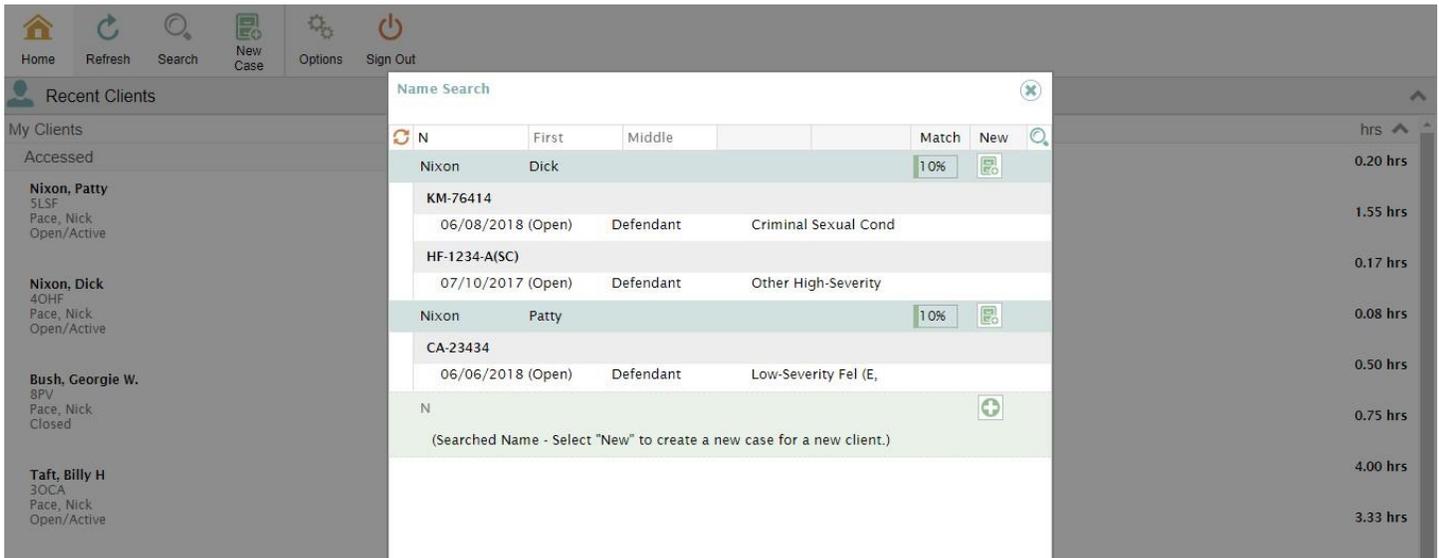


- The purpose of the **Name Search Pop-Up** is to see if the client you are trying to register is already in the system.¹ If so, any new case will be linked to the existing client, making it a lot easier to look for related matters.
 - If you are sure the client isn't already registered, enter at least the client's last and first name into the fields in the pop-up, then click the green "magnifying glass" icon to the right of the name fields. This is what you will see:



- If no existing cases show in the results, just click the green and white "cross" icon on the right. The "cross" icon opens up a new case for a new client. You'll be taken to the *Client Screen* (see discussion below in **Entering Initial Case Information on the Client Screen**) where you can get started by entering some summary information about this client's case.
 - If you are NOT sure whether the client is already registered, you can search for similar names. For example, assume that your client has a last name that begins with "N". Enter just N (or more letters if you like) into the last name field in the pop-up, then click the green "magnifying glass" icon to the right of the name fields. If there are any clients registered to you with a last name of N, this is what you'll see:

¹ Some legal organizations in the state have made arrangements with RAND to allow any attorney in the office to view or edit summary information or enter time for any case that has already been registered by another attorney in the same office. You will have already been informed if this feature applies to you.



- You now have to decide whether any of the client names match the one you are working on. If it does, then click on the green “add file” icon to the right of the correct name. The icon looks like this:

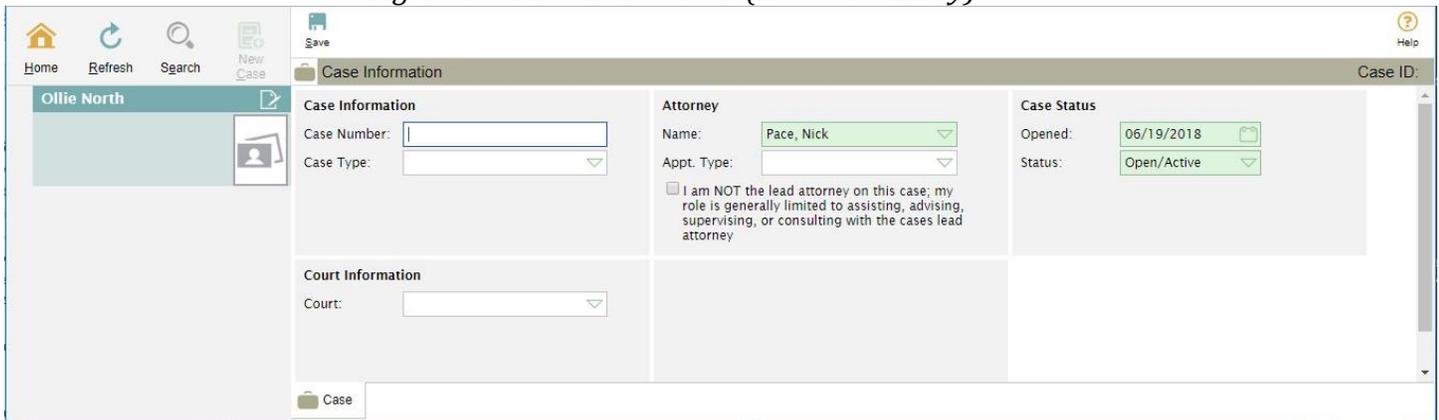


- The “add file” icon opens up a new case for an existing client. You’ll be taken to the *Client Screen* (see discussion below in **Entering Initial Case Information on the Client Screen**) where you can get started by entering some summary information about this client’s case.
- If instead none of the names in your search results are correct, you’ll first need to go to the top of the **Name Search Pop-Up**, put in at least the full last and first name of your client, and then run the search again by clicking on the green “magnifying glass” icon. (*this is an apparent quirk of the application, because it doesn’t like you to simply click the green and white “cross” icon to create a new case for a new client unless a search has been conducted on both last and first names...sorry!*) Once the search is complete and it is verified that both the last and first names of the client you are working on are not in the system, click the green and white “cross” icon on the right. The “cross” icon opens up a new case for a new client and you’ll be taken to the *Client Screen* (see discussion below) where you can get started by entering some summary information about this client’s case.

Entering Initial Case Information on the Client Screen

- The *Client Screen* is a place you’ll be spending a lot of time because it allows you to enter or modify summary information about a specific case or enter or modify time entries for that case.

Figure 7 – The Client Screen (New Case Entry)



- On the left is the **Client Name Section** where the name of the currently selected client is displayed.
- On the right is the **Case Information Section**. As you can see at the bottom of the section, a “Case” tab is visible. It’s not important now but later you’ll have the option to switch between the current window (which allows case information to be entered for this case) and a “Time” tab (which allows time information to be entered for this case). Because you are in the middle of the process for creating a case for this client, the “Time” tab is not yet visible.
- You’ll now need to enter the following information:
 - “Case Number”. Use whatever case number that is convenient for you. You’ll be able to search across all of you registered cases for this number, so it should be unique.
 - “Case Type”. The dropdown menu gives you the following options:

Table 2 – Case Type Codes

TRIAL COURT LEVEL CASE TYPE (ADULT CLIENTS ONLY)	CODE
Homicide (including Felony Murder)	1HOM
Criminal Sexual Conduct (all degrees)	2CSC
Other Class A Offenses Not Involving Felony Murder or Sexual Assault	3OCA
Other High-Severity Felonies (B, C, D)	4OHF
Low-Severity Felonies (E, F, G, H) & 2 Year High Court Misdemeanors	5LSF
Misdemeanors with Potential Sentences of over 93 Days	6M94
Misdemeanors with Potential Sentences of 93 Days or Less	7M93
Probation Violations	8PV
Other adult criminal indigent defense matter	9OAC

If unsure, use the most severe (in terms of potential punishment) charge filed against your client when deciding between categories (that should be category that first appears in the list). In addition, if the client has multiple charges that would fall into multiple categories, use the category that first appears on the list. Only those cases that simply cannot fall into any of the specific categories should be classified as “Other adult criminal indigent defense matter”, but we don’t expect any such designations during this study. If you have any questions about where your case fits, immediately contact Jonah Siegal at MIDC (jsiegel@michiganidc.gov; phone: 1-517-657-3062).

- “Court”. The dropdown menu will allow you to indicate which district or circuit the case is being handled. The county is not important to this study. The dropdown box allows you to search for similar names. For example, typing “47” in the box will display the 47th Circuit Court and the 47th District Court, allowing you to quickly choose between the two.



- “Attorney”. Your name should already be displayed. If not, use the dropdown menu to select yours.

- “Appointment Type”. Please choose between the following categories to indicate how you came to represent this client:

Table 3 – Attorney Appointment Type Codes

Description	Code
Contract or Assigned Counsel	1CAC
Public Defender	2PD
Other indigent defense appointment type	3OTH

Our assumption is that none of the folks participating in this time study will fall into the “other” category, but it’s there if it applies to you.

- “I am NOT the lead attorney” check box. Our general assumption is that the primary attorney assigned to the client matter is the one filling out the time information. If you are only tangentially involved with the case (perhaps just showing up for a single hearing when the primary counsel is unavailable), please check this box when opening up the case. Doing so will help us combine your time entries with those contributed by the lead attorney.
- “Opened”. This should be the date that the case was first assigned to the counsel creating the record. The application defaults to the current date as a matter of convenience to deal with recent appointments, but if you were first assigned to the case in March of 2016, that’s the date you should enter. You can enter the date manually or you can use the date “picker” by clicking on the green “calendar” icon. **USE THE DATE THAT YOU OR YOUR FIRM/OFFICE WERE APPOINTED AS COUNSEL, NOT SIMPLY TODAY’S DATE!** Please note that opening dates that are more than 30 days in the past will trigger a pop-up warning. Just ignore the warning simply by clicking OK in the pop-up.
- “Status”. If you are creating this case for the first time, the status defaults to “Open\Active” and will continue to do so until you either (a) close the case because you are no longer representing this client or (b) the time study is over. You can ignore the little “clock” icon to the right of the Status box.
- What if you know some other attorney in your office worked on the same case before you and is likely to have already registered the case in the application? In most law firms, you’ll have to create the case again for your own records, but making sure the spelling of the client’s name and case number matches what the prior attorney entered for his or her case will allow us to merge the time information later. [NOTE: Some legal organizations in the state have made arrangements with RAND to allow any attorney in the office to view or edit summary information or enter time for any case that has already been registered by another attorney in the same office. You will have already been informed if this feature applies to you.]

- What do you do if you've entered something incorrectly, like the wrong case number? If you haven't saved the new case yet, you can just change anything you like (except the client's name) simply by going back to the field and making the change. If it's just the client's name that's wrong, just click on the name. Once you do that a pop-up will appear where you can change the name for this case and all other cases currently associated with this name, then hit "Save/Exit" in the pop-up (you'll need to hit the *Refresh Button* at the top of the screen to see the change immediately):

- Once you are satisfied with everything on the *Client Screen*, click either the *Save Button* or the *Save\Exit Button* just above the **Case Information Section**. The former choice saves the information but keeps you on this *Client Screen* (useful if you now want to enter time or change something about the case). The latter option saves the information but then sends you to the *Home Page*.
- If once you've saved and exited this Screen you've realized that you made a mistake, follow the instructions below in *Using the Client Screen to Enter Time or Modify Case Information*.

Using the Client Screen to Enter Time or Modify Case Information

Getting to the Client Screen

- Besides registering new cases, the *Client Screen* can also be used for entering time information for one or more cases for a single client. It can also be used for changing some of the summary information you provided about a client's case, such as changing the status of a case from Open\Active to Closed. Here are the different ways you can get to the right *Client Screen* for what you want to do:
 - **Selecting a Client from the Home Page using the Accessed Window in the Recent Clients Section:** This is pretty simple. Just find the client name you are looking for on the left side of the *Home Page* in the top part of the **Recent Clients Section**. That's known as the Accessed Window, and is always visible when you first open the *Home Page*. Note that only clients that you have entered any information for recently show up in this window (see the next section if you are looking for a different case). Click on the client name (don't worry about what case is shown) as shown below for all of client Jack Kennedy's cases. Once you get to the *Client Screen* you can select the specific case you are interested in.

Recent Clients		Time Entries	
My Clients		Nick Pace	
Accessed		hrs	
Taft, Billy H 3OCA Pace, Nick Open/Active	11/08/2017 CR-6367	06/14/2018 3LD Taft, Billy H - CR-2016-3234 (Open/Active Case)	0.20 hrs
Taft, Billy H 7M93 Pace, Nick Open/Active	03/05/2018 CR-135	05/17/2018 5CT Taft, Billy H - CR-2016-3234 (Open/Active Case)	1.55 hrs
Kennedy, Jack 5LSF Pace, Nick Open/Active	04/11/2018 MD-235	05/30/2018 2DI Taft, Billy H - CR-2016-3234 (Open/Active Case)	0.17 hrs
Bush, Georgie W. 8PV Pace, Nick Open/Active	01/08/2018 KL-123	04/10/2018 7OT Taft, Billy H - CR-2016-3234 (Open/Active Case)	0.08 hrs
Nixon, Dick 4OHF Pace, Nick Open/Active	07/10/2017 HF-1234-A(SC)	04/01/2018 5CT Taft, Billy H - CR-135 (Open/Active Case)	0.50 hrs
Open		03/05/2018 3LD Taft, Billy H - CR-135 (Open/Active Case)	0.75 hrs
		05/02/2018 2DI Nixon, Dick - HF-1234-A(SC) (Open/Active Case)	4.00 hrs
		02/05/2018 4PP Nixon, Dick - HF-1234-A(SC) (Open/Active Case)	3.33 hrs
		04/03/2012 4PP Bush, Georgie W. - KL-123 (Open/Active Case)	1.07 hrs
		05/03/2018 2DI Bush, Georgie W. - KL-123 (Open/Active Case)	0.00 hrs
		06/01/2018 5CT Bush, Georgie W. - KL-123 (Open/Active Case)	0.05 hrs
		06/02/2018 2DI Bush, Georgie W. - KL-123 (Open/Active Case)	0.90 hrs
		06/18/2018 7OT Taft, Billy H - CR-135 (Open/Active Case)	1.48 hrs
		03/02/2018 3LD Kennedy, Jack - MD-235 (Open/Active Case)	10.38 hrs

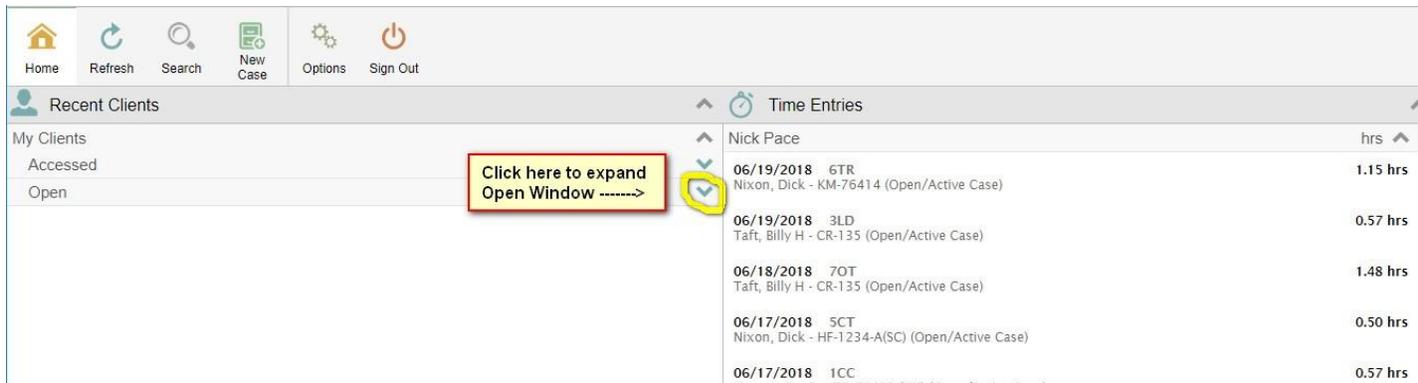
<----- Double-click here to pull up all cases where Jack Kennedy is the registered client.

- **Selecting a Client from the Home Page using the Open Window in the Recent Clients Section:** This is also pretty simple and the Open Window has all of your clients listed (rather than just the recently accessed ones). Unfortunately, the window is sometimes hidden on the lower part of the **Recent Clients Section** on the *Home Page* (it's not expanded by default). This is what you have to do:

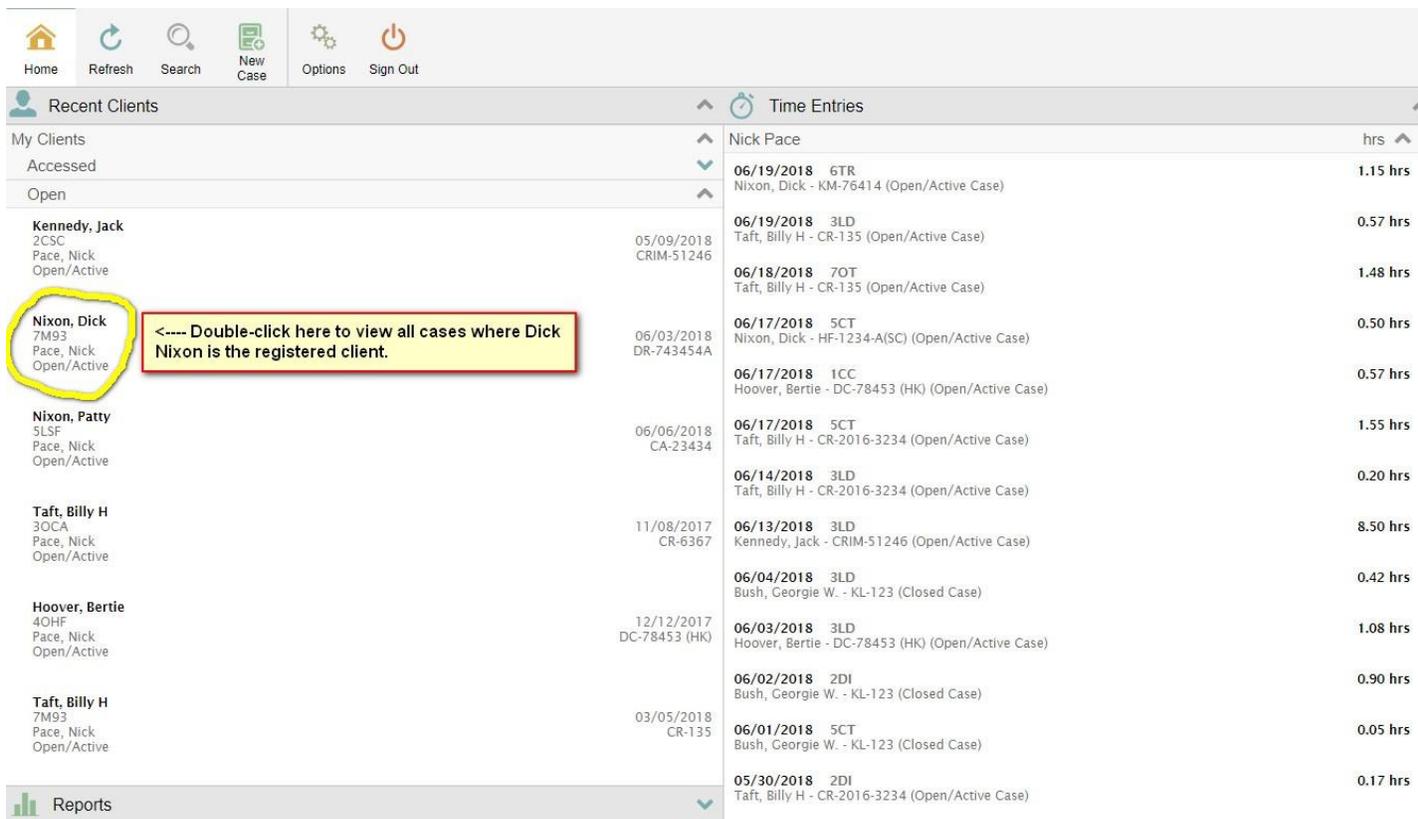
(1) First minimize the Accessed Window:

Recent Clients		Time Entries	
My Clients		Nick Pace	
Accessed		hrs	
Kennedy, Jack 2CSC Pace, Nick Open/Active	05/09/2018 CRIM-51246	06/19/2018 6TR Nixon, Dick - KM-76414 (Open/Active Case)	1.15 hrs
Nixon, Dick 7M93 Pace, Nick Open/Active	06/03/2018 DR-743454A	06/19/2018 3LD Taft, Billy H - CR-135 (Open/Active Case)	0.57 hrs
Nixon, Patty 5LSF Pace, Nick Open/Active	06/06/2018 CA-23434	06/18/2018 7OT Taft, Billy H - CR-135 (Open/Active Case)	1.48 hrs
		06/17/2018 5CT Nixon, Dick - HF-1234-A(SC) (Open/Active Case)	0.50 hrs
		06/17/2018 1CC Hoover, Bertie - DC-78453 (HK) (Open/Active Case)	0.57 hrs
		06/17/2018 5CT Taft, Billy H - CR-2016-3234 (Open/Active Case)	1.55 hrs

(2) Next expand the Open Window:



(3) Finally, click on the client name (don't worry about what case is shown) as shown below for all of client Dick Nixon's cases. Once you get to the *Client Screen* you can select the specific case you are interested in.

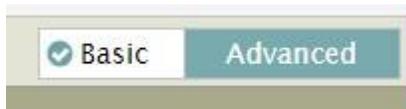


- **Running a Client or Case Search Using the Search Screen:** A *Search Button* will be visible at the top of the *Home Page* as well as at the top of a number of other screens in the application. Clicking on it will display the following:

Figure 8 – The Search Screen (Basic Search Default)



Notice that on the right side of the *Search Screen* there is a toggle that you can use to switch between the “basic” and “advanced” versions of the search function (the application will remember which version you used last and that will be what you will see first when you next access the *Search Screen*):



We’ll discuss the basic version first, but frankly the advanced search can often get you to the right client or case faster. If you want to switch, just click the “Advanced” side of the toggle.

- Basic Searches:** The search box just below the top button bar looks for matches with ANY field recorded for registered cases. The most obvious search you might want to conduct is to look for someone’s last name, but keep in mind that the basic search will look elsewhere as well, including first names, your name, the case type, the case number, etc., so sometimes you get more than you expected. You can enter in whole words (*Nixon*, for example) or partial words with an asterisk to denote a wildcard (*Nix**, for example). When ready, click the green “magnifying glass” icon to the right of the search box. The following is an example of a basic wildcard search for “T*” and how to select the specific case you want from Mr. Taft’s legal matters:

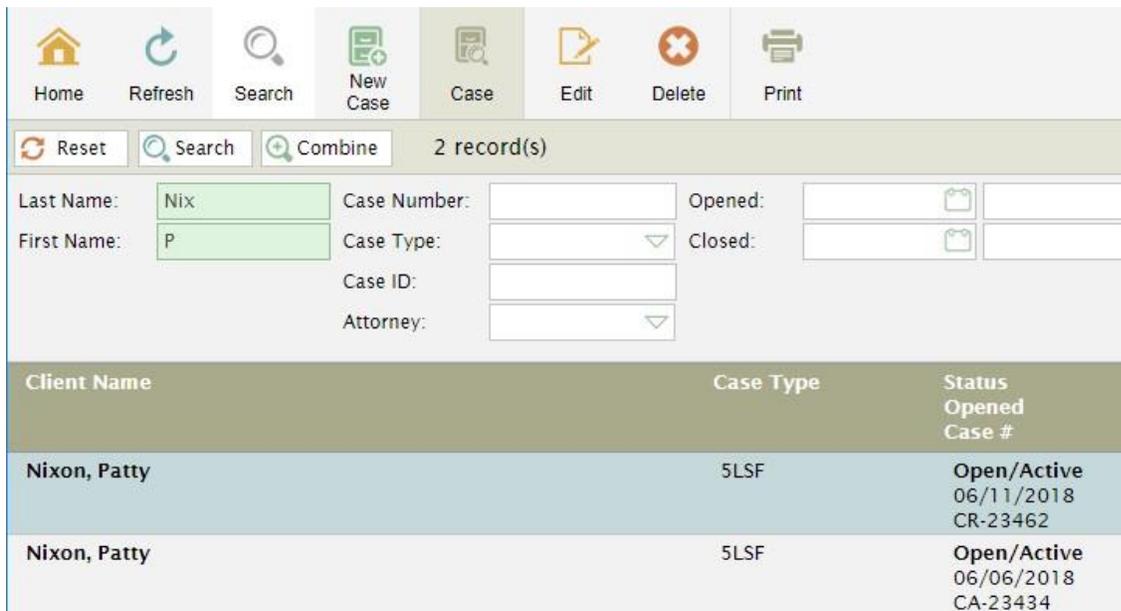


- Advanced Searches:** Clicking the search type toggle will display the Advanced version of the search function. Here your search can target specific fields such as last name, first name, case number, case type, attorney name, opened date range, closed date range, and current status (you can ignore Case ID, an internal identifier used by JusticeWorks). Unlike the Basic version, Advanced searches assume that every text entry is a wildcard so you don’t need to include an asterisk (*). Case number searches in this mode are even more powerful, as they look for any appearance of the search string (thus searching for “TD” will bring up

the case number “CR-234-TD-5”). Entries in multiple search fields require all such fields to be true when flagging cases. The example below searched for the letters “Nix” in the first name and “P” in the last name, and the only client satisfying both criteria was Patty Nixon. As was true for Basic searches, you only need to click the case you want in the search results to get to the proper *Client Screen*.



- The Advance search also has a nifty function for deleting the case from the database. When you’ve selected a case by highlighting it in the search results, a *Delete Button* at the top of the screen will become active. See below. When you click it, the case will disappear forever, so be careful!



Note that when you get to the *Client Screen* using either the Basic or Advanced search function, the case you selected will also be the one selected on the *Client Screen*. That said, it’s a snap to change your selection to any of the other cases that are registered to the same client (you just click on the right one displayed).

Modifying Existing Case Information on the *Client Screen*

- Changing the case-level information you first entered when you registered the case is easy once you get to the *Client Screen*. When you’ve accessed the screen using one of the methods described above, it’ll look something like this:

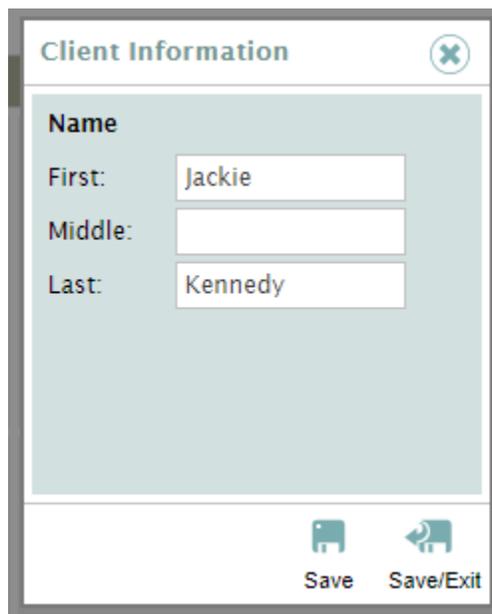
Figure 9 – The Client Screen (Existing Case - Case Info Tab)



Notice here that Mr. Nixon’s case involving a misdemeanor with a potential sentence of 93 days or less (case number DR-743454) is highlighted on the left side of the screen (and an arrow points to it) and information about this specific case (such as the fact that it is in the 6th Circuit Court) is displayed in the **Case Information Section**. If this wasn’t the right case for Mr. Nixon, just click one of the others listed on the left side of the screen.

To modify the existing case information in the right section, just change whatever you want and then click the *Save Button* or the *Save\Exit Button* on the top button bar.

To modify the existing client name in the left section of the *Client Screen*, click on the name. Once you do this a pop-up will appear where you can change the name for this case and all other cases currently associated with this name, then hit “Save/Exit” in the pop-up up (you’ll need to hit the *Refresh Button* at the top of the screen to see the change immediately):



Deleting the case entirely is a little different. For administrative reasons, we don’t make it obvious as to how to delete. The quick and easy solution is to simply change the case number to the word DELETE and then resave the record. We’ll drop all cases from our analysis where that word is in the case number field.

The more elegant way is to search for the case using the Advanced search function on the *Search Screen* (see description above in **Getting to the Client Screen**), highlight the case in the search results, then click the *Delete Button* at the top of the screen. Be careful if you do this because we can't undelete a mistake.

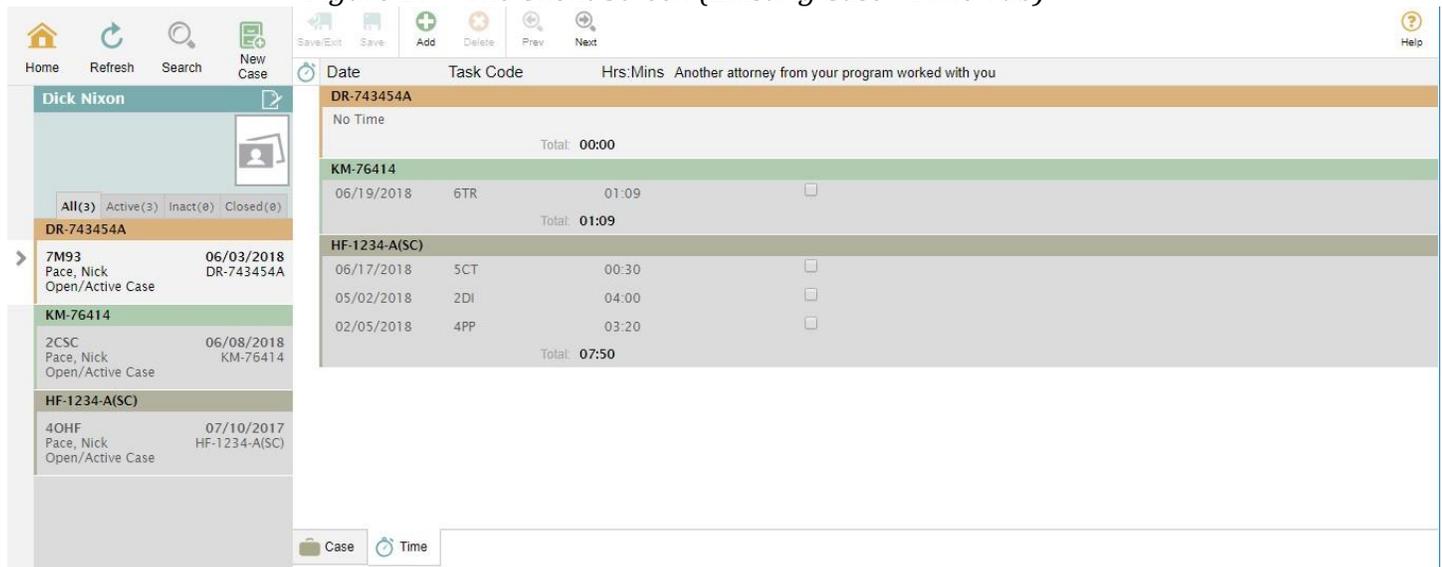
Entering Time Information on the Client Screen

- If the specific case that's displayed for this client is the one you want (if not, click on the correct one from the choices on the left side), you need to take one additional step before you can enter time. At the bottom of the *Client Screen* (see *Figure 9*), you'll see two tabs:



Click on the "Time" tab and the *Client Screen* will now look like this:

Figure 10 – The Client Screen (Existing Case - Time Tab)



Here Mr. Nixon's case number DR-743454A is the one that's highlighted on both the left and right sides of the *Client Screen*, and again if that's not the one you want, click on the correct one (doesn't matter if you click on a case displayed on the left or right side; either will work to select).

- Focusing on selected case number DR-743454A, this is how you would add a time entry:
 - Click the green "cross" *Add Button* at the top of the *Client Screen*. Clicking on it will display the following:



- First, enter the date of the activity (not the date that you are entering the time information, but instead the date you did the work) in the Date box. The box defaults to today's date. You can enter the correct date manually but it's usually faster to click on the calendar icon and find the day you want.
- Next, select the right task code (a code for the activity that took place) from the Task Code dropdown menu. Most codes should be self-evident, but more detailed explanations for the activity types selected by MIDC are as follows:

Table 4 – Activity Type Codes

Description	Code	Explanation
Client Communication	1CC	<ul style="list-style-type: none"> Any direct communication with clients including in-person visits in jails, prisons or holding facilities; by phone, letter, email or video If client is in custody, this includes all time in facility, including going through security and waiting to see client Includes meetings with clients in court
Discovery Review or Independent Investigation	2DI	<ul style="list-style-type: none"> Reviewing discovery in whatever form provided. Requesting and reviewing other records received through independent investigation, including public, data, treatment, criminal history, adoption, HHS or CPS, etc. Drafting discovery and independent investigation requests, and memos of review of information received. Other active independent investigation, including research and identification of potential witnesses, correspondence with and interviews of lay witnesses, consulting and testifying experts, and other third parties. Any additional communication with anyone other than clients for the purposes of discovery review and independent investigation.
Legal Research or Drafting and Review of Court Documents	3LD	<ul style="list-style-type: none"> Researching legal issues and questions relevant to case Reviewing statutes, caselaw, court rules or other legal authority relevant to case Drafting, editing, reviewing and filing legal documents, including motions, briefs, stipulations, subpoenas, witness lists, notices and legal memoranda Any communication with anyone other than clients for the purposes of legal research or drafting and review of court documents.
Plea Negotiations or Preparation for Motion Hearings, Trials, and Sentencings	4PP	<ul style="list-style-type: none"> Negotiation with prosecutors that occurs outside of court Preparation for an appearance in court, including reviewing motions, briefs and exhibits, and other court file documents. Preparing outlines or notes for argument Practice arguments, moot courts Witness preparation Any additional communication with anyone other than clients for the purposes of plea negotiation or preparation for hearings, trials and sentencings.
Court Time	5CT	<ul style="list-style-type: none"> Time spent in court for hearings, and court-ordered conferences or meetings, including waiting time. Attending presentence interviews
Travel	6TR	<ul style="list-style-type: none"> All case-related travel, including to/from court, visits with clients, other case-related meetings, research or investigation events, etc.
Other	7OT	<ul style="list-style-type: none"> Any other case-specific activity, such as clerical work, media requests, property retrieval, post-sentence/appeals advice, open/closing of cases, supervision, etc.

Note that if more than one category might fit what you were doing (for example, you might have been reviewing discovery by listing to recordings of wiretaps as you were traveling in your vehicle to interview a witness), use the first category that appears in this list (in the example, “Discovery Review or Independent Investigation” would apply rather than “Travel”).

What do you do if the activity applies to more than one case? For example, you might have to drive two hours to a distant courthouse where you’ll make an appearance in two separate cases. The easiest thing to do would be to split the travel time in half and submit one entry (for an hour) for the first case and a second entry (also for an hour) for the other case.

- Then enter the amount of time (either in minutes, hours, or hours & minutes) into the “Hrs:Mins” box. JusticeWorks has developed a lot of shortcuts and options for folks entering time amounts:
 - If you want to record just in minutes (up to 99 minutes), just enter the minutes. Examples: 17, 4, 72.

- If you want to record in whole hours, enter the hours immediately followed by a colon (:) and nothing else. Examples: 8:, 2:, 12: (these will be converted to 8:00, 2:00, and 12:00 by the application).
- If you want to record in hours & minutes, enter the hours immediately followed by a colon (:) and immediately follow that with a two digit amount for the minutes. Examples: 8:15, 2:06, 12:58 (these will be converted to 8:15, 2:06, and 12:58 by the application). [NOTE: A special shortcut for recording hours & minutes together that we do not recommend you use for this time study involves entering only a single digit for the minutes in order to record multiples of ten minutes. Thus 8:2 will be converted to 8:20 by the application, and not 8:02. The trick may be useful for experienced users, but can be confusing. Stick to two digit minutes when recording in both hours & minutes.]
- Then consider whether you should check the “Another attorney from your program worked with you on this specific activity” box. This means you and some other attorney from your law firm or organization were engaged in a joint effort to perform this specific activity (not the case generally, but just the activity you are recording such as an hour and twenty minutes as a second chair at a trial). If you check that box, the other attorney need not make an entry into his or her time study application as we’ll just double the amount of time you’ve entered. This should be a fairly rare situation.
- Finally, click either the *Save Button* or the *Save\Exit Button* at the top of the screen to save this particular time entry. Clicking the former will keep you on this *Client Screen* so you can work on either this last case or any case associated with this client. Clicking the latter will return you to the *Home Page*.

Modifying or Deleting Existing Time Information on the *Client Screen*

- Follow the previous instructions for getting to the “Time” tab on the *Client Screen* for the case you want to work in. You’ll see all of the time entries for all of the cases for the selected client. Simply click anywhere in one of the fields for the specific time entry of interest to highlight that entry.
 - You can now modify any and all of the fields for that entry. When done, click either the *Save Button* or the *Save\Exit Button* at the top of the screen to save the modified time entry.
 - Alternatively, you can delete that entry once selected. Click on the *Delete Button* at the top of the screen.

Using the Multicase Timesheet Screen to Enter or Modify Time Information

- The *Client Screen*’s Time tab is great for entering or modifying a bunch of time entries for the same client or the same case. But it can be a bit of a chore to open the *Client Screen* for each case for which you want to record time information when you need to do this for a lot of different cases at the same time. The application has an alternative means for time entries that can offer a quicker way to jump around your caseload. We call it the *Multicase Timesheet Screen* because, as the title suggests, on that screen you can enter time for a variety of different cases.

Getting to the *Multicase Timesheet Screen*

- Do either of the following:
 - Go to the *Home Page* and look for the green “stopwatch” icon to the immediate left of the words “Time Entries” on the upper right of the screen. Click on the icon.

- Go to the *Home Page* and click on any of the entries in the **Time Entries Section** on the right side of the screen.
- Once you've completed either method to access the screen, you'll see something like the following:

Figure 11 – The Multicase Timesheet Screen

Date	Case	Task Code	Hrs:Mins	Check box below if another attorney from your program worked with you on this specific activity
06/02/2018	Bush, Georgie W. - PV-18-0001 (Closed)	2DI	00:54	<input type="checkbox"/>
06/03/2018	Hoover, Bertie - 4OHF-17-0002 (Open,	3LD	01:05	<input type="checkbox"/>
06/04/2018	Bush, Georgie W. - PV-18-0001 (Closed)	3LD	00:25	<input type="checkbox"/>
06/05/2018	Kennedy, Jack - LSF-18-0002 (Open/A	3LD	00:55	<input type="checkbox"/>
06/05/2018	Kennedy, Jack - 2CSC-18-0003 (Open/	3LD	00:55	<input type="checkbox"/>
06/13/2018	Kennedy, Jack - 2CSC-18-0003 (Open/	3LD	08:30	<input type="checkbox"/>
06/14/2018	Taft, Billy H - LSF-18-0001 (Open/Activ	3LD	00:12	<input type="checkbox"/>
06/14/2018	Ruthie, B Hayes - 8PV-18-0002 (Open/	3LD	01:05	<input type="checkbox"/>
06/17/2018	Taft, Billy H - LSF-18-0001 (Open/Activ	5CT	01:33	<input type="checkbox"/>
06/17/2018	Hoover, Bertie - 4OHF-17-0002 (Open,	1CC	00:34	<input checked="" type="checkbox"/>
06/17/2018	Nixon, Dick - OHF-17-0001 (Open/Act	5CT	00:30	<input type="checkbox"/>
06/17/2018	Nixon, Patty - 5LSF-18-0003 (Open/Ac	1CC	00:30	<input type="checkbox"/>
06/18/2018	Taft, Billy H - M93-18-0001 (Open/Acti	7OT	01:29	<input type="checkbox"/>
06/19/2018	Taft, Billy H - M93-18-0001 (Open/Acti	3LD	01:20	<input type="checkbox"/>
06/19/2018	Nixon, Dick - 2CSC-18-0002 (Open/Ac	6TR	01:09	<input type="checkbox"/>
06/20/2018	Nixon, Patty - 5LSF-18-0004 (Open/Ac	4PP	02:30	<input type="checkbox"/>
06/20/2018	Nixon, Patty - 5LSF-18-0003 (Open/Ac	4PP	00:35	<input type="checkbox"/>
Total:			24:11	

- The entries that are displayed are the most recent ones you have added to the system. The fields are similar to ones available for time entries on the “Time” tab for the *Client Screen*, but there is an extra one here called “Case”, which displays, in abbreviated fashion, the client’s name, case type code, case number, and case status.

Adding a New Time Entry for Any of Your Cases:

- Click the *New Button* at the top of the screen. You’ll get a blank entry line added to the end of the list that is already on the *Multicase Timesheet Screen*.

06/19/2018	Nixon, Dick - 2CSC-18-0002 (Open/Ac	6TR	01:09	<input type="checkbox"/>
06/19/2018				<input checked="" type="checkbox"/>
Total:			05:49	

The “Date” box (which defaults to the current date), “Activity” box, and “Hrs:Mins” box are filled in the same manner as entries on the “Time” tab for the *Client Screen*.

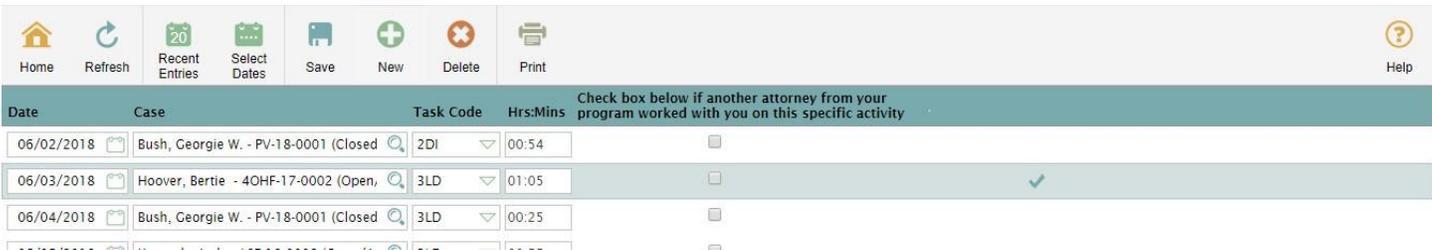
The “Case” box is searched in a manner similar to the Basic version of the *Search Screen*, looking for matches with ANY field recorded for registered cases. You can enter in whole words (*Nixon*, for example) or partial words with an asterisk to denote a wildcard (*Nix**, for example). When ready, click the green “magnifying glass” icon to the right of the search box. The following is an example of a wildcard search for “K*”, which brought up all cases for Mr. Kennedy (because of the K in the last name) as well as a case each for Mr. Nixon and Mr. Bush (because of the K in the case numbers). Just click on the desired case and it’ll be assigned to the new time entry.



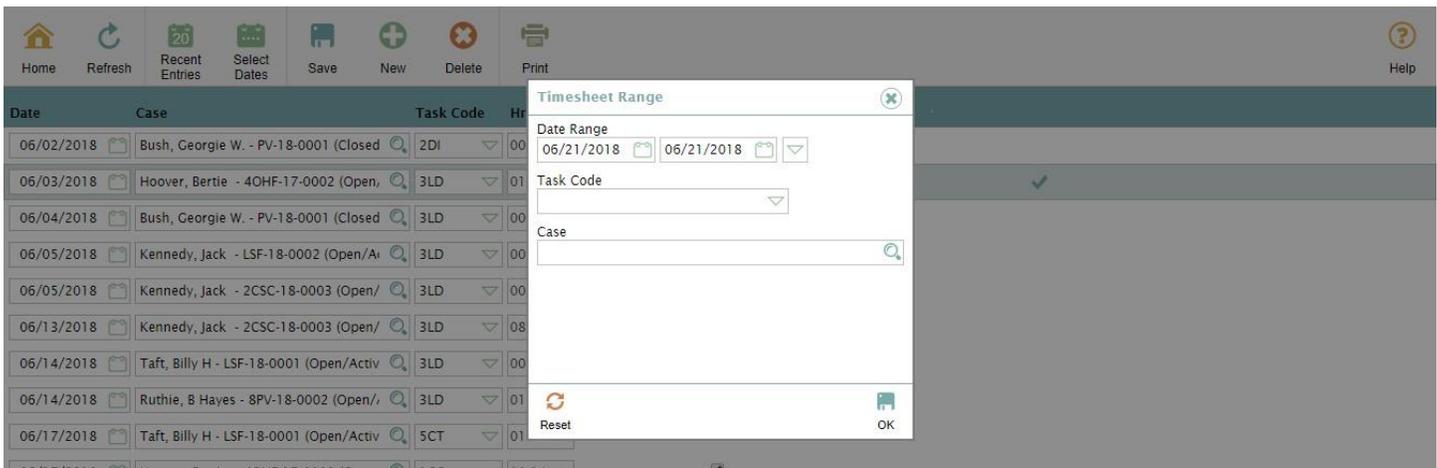
Once you have completed all of the fields for the new entry, click the *Save Button* at the top of the screen. Failure to save prior to moving to a different screen (such as the *Home Page*) will result in the new entry being lost.

Modifying an Existing Time Entry for Any of Your Cases:

- The *Multicase Timesheet Screen* probably isn’t the most straightforward means of changing an entry that you’ve already saved, but it can be done.
 - If the entry appears in the list of recent entries when you first opened the *Multicase Timesheet Screen*, go ahead and make the changes you want. The first time you’ve clicked on that entry in the list, it’s highlighted as shown below (the check mark on the right indicates the selection). When you are done, be sure to click the *Save Button* at the top.



- If the entry isn’t in the list of recent entries when you first opened the *Multicase Timesheet Screen*, you’ll have to search for it. Click the *Select Dates Button* at the top. This will bring up the following search popup:

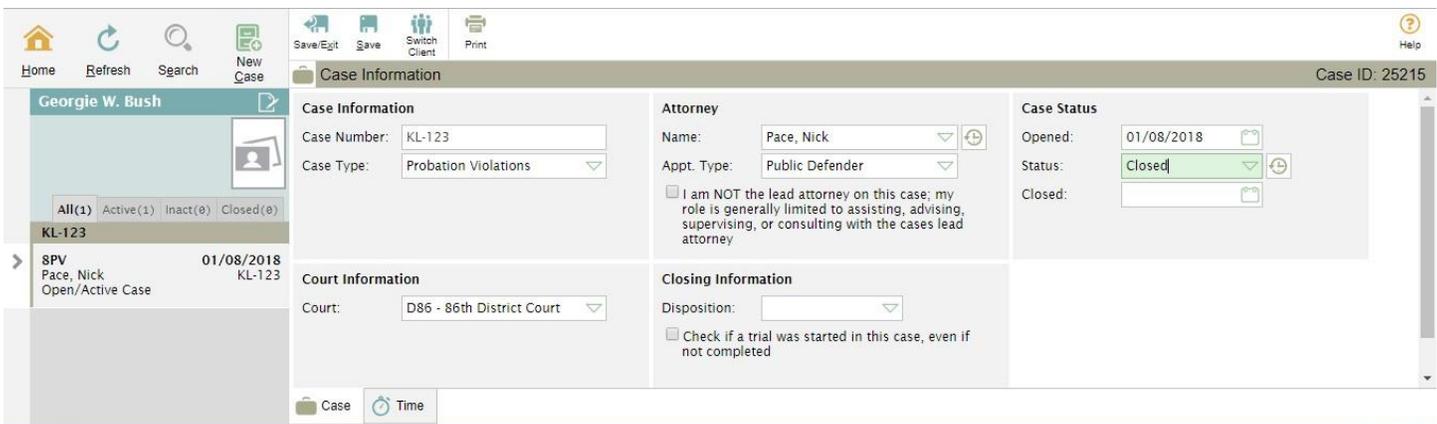


Fill in whatever fields you wish to search for, then click the little “disk” icon in the lower right corner of the search popup. A new set of time entries will be displayed that fit the criteria you entered and then you can modify (or delete) whichever entries you select. Don’t forget to click the *Save Button* before moving on.

- If you want to go back to the list of your most recent entries you saw when the *Multicase Timesheet Screen* first opened, just click the *Recent Entries Button* at the top.

Closing a Case and Entering Case Disposition\Pending Information

- A very important aspect of the time study is the requirement that participants report when a case worked on during the data collection period has closed. For example, the client might have been sentenced following a plea of guilty, the case might have been dismissed by the court following an evidentiary hearing, or the client might have hired private counsel. Some law firms and legal organization refer to such closed cases as ones that have been “disposed” or “terminated” or sent to “inactive” storage, but whatever the terminology used, these cases are those in which the attorney’s active representation of his or her client has ended. Our calculations of average time expenditures for each of the study case types depend on accurate disposition information for any case for which you have submitted time and activity entries during the time study.
- When you have decided to end your representation of your client (using whatever definition of “closed case” your firm or organization normally employs), you will need to access the “Case” tab on the *Client Screen* for the case in question. See description for reaching the *Client Screen* in the section above titled **Getting to the Client Screen**. Once you have selected the desired case, change the Status box on the right side of the screen to “Closed”:



- Once “Closed” is selected, a new “Closing Information” section opens in the lower middle of the screen. There are two components of this section:
 - The Disposition box is a dropdown menu in which you can select from the following choices to describe how the case was closed:

Table 5 – Disposition Type Codes

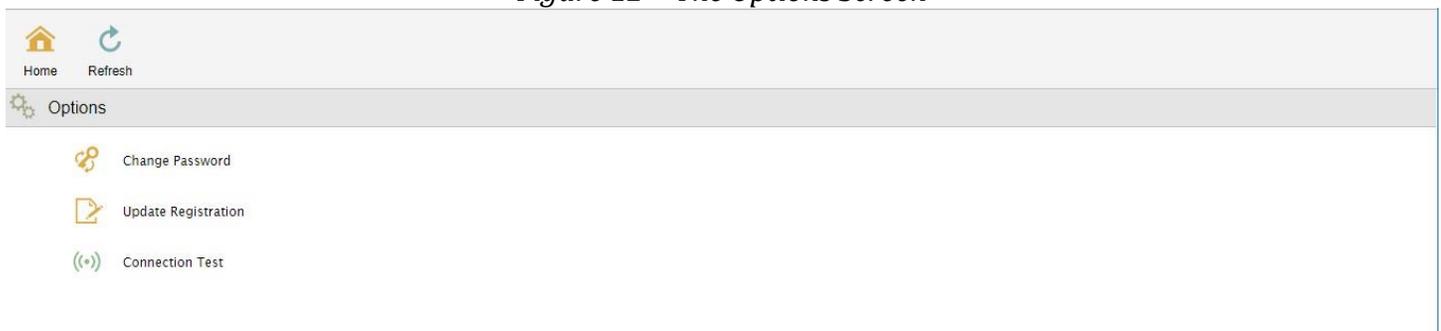
Manner of Disposition	Code	Explanation
Pending Matter (as of time study end)	1PM	The case was still open as of the end of the time study at 11:59pm on Sunday, August 19 th .
Representation Ended Before Resolution	2REBR	The attorney appointed to represent the indigent defendant withdrew from the case prior to the resolution of the client’s legal issues (for example, the client hired private counsel and so the appointment ended).
Resolution	3RES	The case closed.
Other Type of Outcome (not described above)	4OT	Another outcome not described above occurred prior to the end of the time study.

- The “Check if a trial was started in this case, even if not completed” check box is to be clicked if there was a formal trial at any time during the life of the case, even if the trial took place prior to the start of the time study or prior to the appointment of the attorney participating in the time study.
- After the status has been changed, the Disposition code selected, and the trial check box considered, you will need to click the *Save Button* or the *Save\Exit Button* at the top of the screen.
- Note that beginning on Monday, August 20th, we will ask you to go back to each of the cases you registered to make sure that you have closed the case and selected the correct disposition of the case.

Application Tools

- The *Options Button* on the *Home Page* will open a set of utilities that may be of some use to you:

Figure 12 – The Options Screen



- The “Change Password” option will give you the opportunity to, well, change your password. “Update Registration” allows you to make changes to the information you submitted regarding your practice when you first opened the application. “Connection Test” is a tool that you may be asked to start by technical assistance staff at JusticeWorks (there is no reason to launch the test unless asked to do so).

Running Reports

- If you are curious about the time entries you've submitting in the application, you can run two simple, customizable reports that display either total recorded time for each of your cases or the individual time entries. To open the *Reports Screen*, click the little green "chart" icon to the immediate left of the word "Reports" in the lower left part of the *Home Page*.

Figure 13 – The Reports Screen

The screenshot shows the top navigation bar with icons for Home, Refresh, Run, Clear, and History. Below the navigation bar is a text box that says "Select a report from the list below:" followed by an empty input field. Below this is a table with the following data:

Report Name	Description	Source	Labels
Attorney Time		Standard	All, Case, Attorney
Attorney Time - Detail		Standard	All, Case, Attorney

- Clicking on the "Attorney Time" choice ("Attorney Time – Case Level" would be a more accurate name) will bring up a search box that will allow you to tailor your case level report by activity date, case, date of case opening, date of case closing, status, and case type:

The screenshot shows the same navigation bar as above. Below it is a search form titled "Attorney Time" with a help icon. The form contains several dropdown menus:

- Time Entry Date Range: From: (mm/dd/yyyy) To: (mm/dd/yyyy)
- Case: Leave blank for all
- Case Opened Date Range: From: (mm/dd/yyyy) To: (mm/dd/yyyy)
- Case Closed Date Range: From: (mm/dd/yyyy) To: (mm/dd/yyyy)
- Case Status: Leave blank for all
- Type: All
- Export Type: PDF

Below the search form is an empty input field. Below that is a table with the following data:

Report Name	Description	Source	Labels
Attorney Time		Standard	All, Case, Attorney
Attorney Time - Detail		Standard	All, Case, Attorney

Clicking the *Run Button* at the top of the screen will generate this type of report:

1506 1 / 1   

Attorney Time - Case

Attorney	Case ID	Assigned	Closed	Case Type	Court	Disposition	Total
Pace, Nick	25211	5/2/2018		Low-Severity Fel (E, F, G, H) & 2yr High Ct Misd	C41 - 41st Circuit Court		2.00
Pace, Nick	25212	3/5/2018		Misd with Potential Sentences of 93 Days or Less	D34 - 34th District Court		2.73
Pace, Nick	25214	7/10/2017		Other High-Severity Felonies (B, C, D)	DXX - Other District Court Not Listed		7.33
Pace, Nick	25215	1/8/2018		Probation Violations	D86 - 86th District Court		2.02
Pace, Nick	25216	4/11/2018		Low-Severity Fel (E, F, G, H) & 2yr High Ct Misd	D89 - 89th District Court		10.38
Pace, Nick	25244	12/12/2017		Other High-Severity Felonies (B, C, D)	D60 - 60th District Court		1.65
Unassigned, Attorney	25210	6/16/2018		Homicide (including Felony Murder)			0.58

- Clicking on the “Attorney Time - Detail” choice will also bring up a search box that will allow you to tailor your individual time entry report by activity date, case, date of case opening, date of case closing, status, and case type:







Attorney Time - Detail 

Time Entry Date Range: From: (mm/dd/yy) To: (mm/dd/yy)
 Case: Leave blank for all
 Case Opened Date Range: From: (mm/dd/yy) To: (mm/dd/yy)
 Case Closed Date Range: From: (mm/dd/yy) To: (mm/dd/yy)

Case Status: Leave blank for all
 Type: All
 Export Type: PDF

Report Name	Description	Source	Labels
Attorney Time		Standard	All, Case, Attorney
Attorney Time - Detail		Standard	All, Case, Attorney

Clicking the *Run Button* at the top of the screen will generate this type of report showing each of your time entries:

Attorney Time - Detail

Client	Attorney	Case Number	Case Type	Assigned	Disp Date	Disposition	Date	Activity	Time
Bush, Georgie	Pace, Nick	KL-123	8PV	1/8/2018			4/3/2012	4PP	1:04
Bush, Georgie	Pace, Nick	KL-123	8PV	1/8/2018			5/3/2018	2DI	
Bush, Georgie	Pace, Nick	KL-123	8PV	1/8/2018			6/1/2018	5CT	0:03
Bush, Georgie	Pace, Nick	KL-123	8PV	1/8/2018			6/2/2018	2DI	0:54
Hoover, Bertie	Pace, Nick	DC-78453 (HK)	4OHF	12/12/2017			6/3/2018	3LD	1:05
Hoover, Bertie	Pace, Nick	DC-78453 (HK)	4OHF	12/12/2017			6/17/2018	1CC	0:34
Kennedy, Jack	Pace, Nick	MD-235	5LSF	4/11/2018			3/2/2018	3LD	10:23
Nixon, Dick	Pace, Nick	HF-1234-A(SC)	4OHF	7/10/2017			2/5/2018	4PP	3:20
Nixon, Dick	Pace, Nick	HF-1234-A(SC)	4OHF	7/10/2017			5/2/2018	2DI	4:00
Taft, Billy	Pace, Nick	CR-135	7M93	3/5/2018			3/5/2018	3LD	0:45
Taft, Billy	Pace, Nick	CR-135	7M93	3/5/2018			4/1/2018	5CT	0:30
Taft, Billy	Pace, Nick	CR-2016-3234	5LSF	5/2/2018			4/10/2018	7OT	0:05
Taft, Billy	Pace, Nick	CR-2016-3234	5LSF	5/2/2018			5/30/2018	2DI	0:10
Taft, Billy	Pace, Nick	CR-2016-3234	5LSF	5/2/2018			6/14/2018	3LD	0:12
Taft, Billy	Pace, Nick	CR-2016-3234	5LSF	5/2/2018			6/17/2018	5CT	1:33
Taft, Billy	Pace, Nick	CR-135	7M93	3/5/2018			6/18/2018	7OT	1:29